

Appendix 10

BadgerCare Help Index

In July 1999, Wisconsin introduced a new health care program called BadgerCare. BadgerCare ensures access to health care for uninsured children and parents with incomes at or below 185% (as of January 2000) of the federal poverty level. If you have questions about the BadgerCare program, please refer to the listing below to locate further information. You may visit the BadgerCare Web site at www.dhfs.state.wi.us/badgercare/.

Subject	Contact	Telephone number
General questions about BadgerCare by providers	Provider Services	(800) 947-9627 or (608) 221-9883
General questions about BadgerCare by recipients	Recipient Services	(800) 362-3002
Questions on BadgerCare eligibility requirements	Recipient Services OR County or Tribal Human or Social Services Department	(800) 362-3002
Missing or lost Forward ID card	Recipient Services	(800) 362-3002
Reporting change of address	County or Tribal Human or Social Services Department	
Questions on covered health care services	Recipient Services	(800) 362-3002
Questions on BadgerCare premiums <ul style="list-style-type: none"> • Recipients • Employers 	BadgerCare Services	(888) 907-4455
Questions on Health Insurance <ul style="list-style-type: none"> • Recipient questions on HIPPP* • Employer questions on HIPPP 	BadgerCare Services	(888) 907-4455
Questions on enrollment in BadgerCare HMOs	HMO Enrollment Specialist	(800) 291-2002
Questions on bills for services: <ul style="list-style-type: none"> • Recipients enrolled in BadgerCare/ Medicaid HMOs • Recipients enrolled in HIPPP or BadgerCare/Medicaid fee-for-service 	HMO Contract Monitors Recipient Services	(800) 760-0001 (800) 362-3002

Subject	Contact	Telephone number
Complaints and grievances		
• Recipients enrolled in BadgerCare HMOs	HMO Enrollment Specialist	(800) 291-2002
	HMO Ombudsmen	(800) 760-0001
• Recipients enrolled in HIPP or BadgerCare fee-for-service	Recipient Services	(800) 362-3002
Exemption from BadgerCare HMO enrollment	HMO Enrollment Specialist	(800) 291-2002